

Blackbaud NetCommunity  
New Features Guide  
Version 7.2 Service Pack 1

03/02/2020 Blackbaud NetCommunity 7.2 SP 1 New Features US

©2020 Blackbaud, Inc. This publication, or any part thereof, may not be reproduced or transmitted in any form or by any means, electronic, or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, without the prior written permission of Blackbaud, Inc.

The information in this manual has been carefully checked and is believed to be accurate. Blackbaud, Inc., assumes no responsibility for any inaccuracies, errors, or omissions in this manual. In no event will Blackbaud, Inc., be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect or omission in this manual, even if advised of the possibility of damages.

In the interest of continuing product development, Blackbaud, Inc., reserves the right to make improvements in this manual and the products it describes at any time, without notice or obligation.

All Blackbaud product names appearing herein are trademarks or registered trademarks of Blackbaud, Inc.

All other products and company names mentioned herein are trademarks of their respective holder.

NF-2020

# Contents



- New Features for 7.2 ..... 4
- Janrain is now Akamai ..... 4
- Blackbaud Checkout Enhancements ..... 4
  - Forms ..... 4
- Donation 2.0 Enhancements ..... 5
  - Support for Direct Debit(ACH) ..... 5
  - Support for "Other" Designations ..... 7
- Match Event Guests to Constituents in Raiser's Edge ..... 7
- Email Enhancements ..... 7
- Maintenance Changes ..... 7
- Bug Fixes ..... 8
- Patch 1 ..... 8
- New Features for 7.2 Service Pack 1 ..... 9
  - Donation 2.0 Enhancements ..... 9
    - Donor Name ..... 9
    - Support for Pledge Installments ..... 9
    - Merge Fields for Direct Debit ..... 10
    - Merge Fields for Credit Card ..... 10
    - Direct Debit Receipt for the United Kingdom ..... 10
    - eReceipts ..... 11
- Tiny MCE Editor ..... 11
- Blackbaud Checkout: Membership Part ..... 11
- Training ..... 11
- Maintenance Changes ..... 11
- Bug Fixes ..... 12

# New Features for 7.2

<b>Janrain is now Akamai</b> .....	<b>4</b>
<b>Blackbaud Checkout Enhancements</b> .....	<b>4</b>
<b>Donation 2.0 Enhancements</b> .....	<b>5</b>
<b>Match Event Guests to Constituents in Raiser's Edge</b> .....	<b>7</b>
<b>Email Enhancements</b> .....	<b>7</b>

This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2.

Previous references to the 7.2 release mentioned that it would be called version 7.1 Service Pack 6. However, due to the nature of the enhancements included in this release (such as adding **Blackbaud Checkout** to various parts), this update is 7.2 instead.

## Janrain is now Akamai

*Akamai Technologies* recently acquired *Janrain* and renamed their *customer identity and access management (CIAM)* product to *Akamai Identity Cloud*.

Integration with this third-party authentication service enables your organization to manage multiple logins for your **Blackbaud NetCommunity** website and social network websites, such as *Facebook* and *Twitter*.

Existing *Janrain* integrations require no updates: the functionality and configuration for this integration has not changed. You'll simply notice the rebrand and updated website information for the company. Your original *Janrain* dashboard remains at <https://dashboard.janrain.com/>.

We're updating our help documentation to reflect the rebrand to *Akamai*. However, some documentation may continue to use the legacy name, *Janrain*.

To set up this integration, follow the directions in our documentation for *Janrain* or *Akamai*.

## Blackbaud Checkout Enhancements

### Forms

With Version 7.2, these now also use **Blackbaud Checkout**.

- Event Registration Form part
- Payment 2.0 part

## Donation 2.0 Enhancements

In this release, we've made several new enhancements to the Donation 2.0 part.

Remember that in version 7.1 Service Pack 5, the Donation Form - Mini (Beta) was renamed and is now called Donation 2.0. This form also uses **Blackbaud Checkout**.

### Support for Direct Debit(ACH)

To enable donors to contribute gifts via *Automated Clearing House (ACH)*, you can now enable **Direct Debit** when you setup payments on a donation form part.

From the part editor, select **Payment Setup** and choose whether to enable direct debit payments, credit card payments, or both payment methods. When you enable direct debit payments, donors will enter the name of the account holder, their bank name, the account number, and the routing number (or sort code) to complete the payment. Based on where the donor lives, they may be required to enter additional information.

---

## Enter Debit Information

Account holder's name \*

Bank name \*

Account number \*

Routing number \*

**Due Today**

**\$70.00**

## Support for "Other" Designations

When your organization selects to **Enable Other Designation** on a donation form, the donor can select **Other** under **Designation** and then enter which fund should receive the donation. This information also appears on the confirmation page for the donation and in acknowledgment emails.

An admin then links the donation to the appropriate fund from **Raiser's Edge** when the admin processes transactions through the **Blackbaud NetCommunity** plug-in.

Your organization can customize the caption text that appears in labels for this functionality, such as "How would you like to direct your donation?"

## Match Event Guests to Constituents in Raiser's Edge

When an individual registers to attend an event, and the primary registrant brings a guest to the event, you can now match the guest to constituent in **Raiser's Edge** when you process the event transaction in the **Blackbaud NetCommunity** plug-in. Previously, you could only match the primary registrant.

When you process the event transaction, the plug-in now automatically attempts to match each guest to an existing constituent in **Raiser's Edge**. Administrators can also search for existing constituents and manually link a guest to an existing constituents.

If no existing constituents match the guest for the event, an event administrator can select to create a new constituent record in **Raiser's Edge** for the link. Alternatively, you can decline the option and not create a new constituent; the guest will be noted in the same way that the guest would have been handled before this update.

## Email Enhancements

With this update, it's easier for email recipients to unsubscribe from email messages without harming your organization's reputation for SPAM compliance.

If an email recipient uses a supported email provider and your organization's email domain is in good standing as a sender (SPAM Compliance), then an unsubscribe link appears automatically in the header of the email in the email application (such as *Google Gmail*)

When a recipient selects this link, the recipient is handled as though the user selected to globally unsubscribe from a **Blackbaud NetCommunity** communication form. This does not harm your organization's domain reputation.

## Maintenance Changes

Blackbaud NetCommunity version 7.2 also includes these changes.

## Bug Fixes

- *Google Analytics* no longer generates the analytics.js "ga" code which **Blackbaud Netcommunity** needs for site tracking. Instead, *Google Analytics* only generates the gtag.js "Google Tag Manger" code by default. This default may prevent the confirmation screen from appearing on your donation forms. To resolve this issue, go to **Administration** and **Sites & settings**. Then **Edit** the site tracking code. In the first line of the code, replace the word aync with aync="true". **Save** your changes. These directions are also included in the *Blackbaud Customer Support Knowledgebase* article 114068.
- We improved the performance of Donation 2.0 forms. Specifically, the form now loads faster when it includes many countries as options in the drop down menu.
- Previously, if a user submitted a payment for an Event 2.0 part and included extra whitespace after the cardholder name, the cardholder's last name sometimes appears blank in the **Raiser's Edge** plugin. The first name still appeared as expected. This is fixed; extra spaces in the name are now handled without issue.
- Previously, an error caused eReceipts to generate blank .pdf files for a small number of organizations with **Spark**. This is fixed; the files are generated with the appropriate content for eReceipts.
- Previously, if an organization used Donation forms but didn't have the Tribule module, an error could occur. This is fixed.
- Recently, users who did not have full Supervisor rights were unable to view the "honeycomb" email report. This is fixed. Users who have access to manage emails can view the email reporting data included in this report.
- Previously, if an organization linked a Membership form to a Payment 2.0 part, and selected for the email confirmation to include membership members and additional members, an error prevented the names of the additional members from appearing in the confirmation email. This is fixed; all the names appear as expected.
- Recently, an error caused gifts to intermediate appear and disappear from scrolling donor display and fundraiser dashboard results. This is fixed; the results are consistent and correct.
- To ensure we provide the latest security enhancements for **Blackbaud Netcommunity**, we upgraded *jQuery* to version 3.4.1. We recommend that all clients upgrade apply version 7.2 to ensure they take advantage of the latest security enhancements.

## Patch 1

- Previously, when an Event 2.0 form with **Blackbaud Checkout** was used to register multiple attendees, an error caused guest names to be duplicated in the acknowledgment email sent to the user. This is fixed.

# New Features for 7.2 Service Pack 1

<b>Donation 2.0 Enhancements</b> .....	<b>9</b>
<b>Tiny MCE Editor</b> .....	<b>11</b>
<b>Blackbaud Checkout: Membership Part</b> .....	<b>11</b>
<b>Training</b> .....	<b>11</b>

This guide provides an overview of new features and enhancements for Blackbaud NetCommunity 7.2 Service Pack 1. For information about how to install or update to this version, see the *Infinity Platform Installation and Upgrade Guide*.

**Note:** You must use The Raiser's Edge 7.96 (with Patch 17) or higher to integrate with Blackbaud NetCommunity 7.2 Service Pack 1. For Customer Support assistance, visit Blackbaud's [website](#).

This release of **Blackbaud NetCommunity** is version 7.2 Service Pack 1.

## Donation 2.0 Enhancements

In this release, we've made several new enhancements to the Donation 2.0 part.

### Donor Name

The Donation 2.0 part will use the donor's name based on the Donation Form

- via the user details (if the donor logged in)
- or data entered in the personal information step.

If the personal information step is not configured and the donor isn't logged in as user, then information entered in **Checkout** will be used.

### Support for Pledge Installments

The Donation 2.0 part now includes an option which administrators can enable to accept Pledge Installments as a Gift.

A pledge is a promise to pay a specified amount over a set period. Pledges are paid in one or more installments.

1. To enable this, select **All Pledge Installment gifts** when you configure the part. By default, it isn't enabled.
2. Then choose the options that will be available to donors for the frequency of their pledge installments.

- Monthly
  - Quarterly
  - Semi-annually
  - Annually
3. Reorder the frequency options or add captions to customize how they'll appear to donors.
  4. Configure the remaining settings.

These are similar to the settings available for Recurring Gifts in a Donation 2.0 part.

For example, you can determine a maximum to limit the number of installments that make up donor pledges. Otherwise, donors can enter a installment number between 1 and 99.

You'll also determine what payment methods are accepted, as well as messages for acknowledgments and confirmations.

When a donor selects to make a pledge, the donor determines the

- Total pledge amount
- Frequency of installments
- Number of installment
- Start date of the first installment

and then provides the appropriate provide credit card or direct debit information for payments.

**Note:** The "Bill me later" option is not available for pledge installments.

## Merge Fields for Direct Debit

Merge fields for **Direct Debit** are now enabled by default for use on the **Acknowledgment Email** and **Confirmation Screen**.

Previously, if you wanted those merge fields, an admin had to configure them to be available first.

## Merge Fields for Credit Card

An admin can now configure merge fields for **Credit Card** for use on the **Acknowledgment Email** and **Confirmation Screen**.

## Direct Debit Receipt for the United Kingdom

In a previous release, Donation 2.0 forms were updated to support **Direct Debit** for the United Kingdom. (Your organization's culture is set to UK.)

In the current service pack, **Direct Debit Receipts** are also supported when you use a Donation 2.0 form with direct debit for the United Kingdom.

Find the new merge field node for eReceipt with other similar merge fields for eReceipts. You can use the new merge fields in the **Acknowledgment Email** and **Confirmation Screen**.

## eReceipts

Now, eReceipts are supported when you use a Donation 2.0 form for **Credit card** and **Debit card**. An admin can enable them in **Sites and Settings**.

Find the new merge field node for eReceipt with other similar merge fields for eReceipts. You can use the new merge fields in the **Acknowledgment Email** and **Confirmation Screen**.

## Tiny MCE Editor

With this release, all *Tiny MCE* editors were upgraded to version 4.9.6. You'll use these to add and edit HTML content in a "what you see is what you get" (WYSIWYG) experience.

## Blackbaud Checkout: Membership Part

This release updates the **Membership** part to use the re-factored transaction processing architecture and integrate with **Blackbaud Checkout**.

1. Edit the **Membership** part.
2. Select **Credit Card** as a payment method.
3. Checkout is disabled by default.

Select **Add Checkout** to enable it.

**Note:** Currently on a part editor, when **Checkout** is enabled and the selected merchant account supports **Checkout**, the checkout overlay will appear. However, if the selected merchant account does not support **Checkout** (ie. it uses **IATS** instead), then the part will use a **Blackbaud Secure Payments** page for credit card payments. If **Checkout** is disabled on the part editor, the part uses **Direct to Payment**, regardless of the selected merchant account.

## Training

The **Help** menu now includes a clickable hyperlink to **Training**. Select it to view the current curriculum available from *Blackbaud University*.

## Maintenance Changes

Blackbaud NetCommunity version 7.2 Service Pack 1 also includes these changes.

## Bug Fixes

- We improved the performance of Donation 2.0 forms. Specifically, the confirmation screen now loads faster when eReceipts are not enabled.
- Previously, when a user created a Donation Form 2.0 part and attempted to edit the text on the **Language** tab, an error caused the live form to show the default text instead of the saved customized text. This is fixed; the text entered and saved on the **Language** tab now correctly appears on the live form.
- Previously, if eReceipts were enabled, donors who submitted transactions experienced a slow loading page. Some donors submitted duplicate transactions when they believed the donation was unsuccessful. This is fixed; the page loads as expected when the donor selects **Donate Now**.
- Previously, an error caused the mini donation form part to use the **Email** or **Phone Type** based on the first **Phone Type** in the **Tables** configured in **Raiser's Edge**, instead of the type configured in the **Sites and Settings** for **Admin** in **Blackbaud NetCommunity**. There was a workaround (*KnowledgeBase* article: 114861). This is fixed; the mini donation form part now uses the correct settings from **Blackbaud NetCommunity**.
- Previously, if the **Raiser's Edge** integration was set to regularly import data, but **Raiser Edge 7** was down during the scheduled import time, events would briefly disappear from the **Event Calendar** in **Blackbaud NetCommunity** until **Raiser Edge 7** was restored and the integration imported data again. This is fixed; the events continue to display even when the integration can't import data because it's data source is down.
- Previously, if a user only had email rights, an error prevented the user from using any export functions (message reports, bounces, opt outs, not-sent). When the user attempted to view the **Select Export** page, the page appeared to load but the export wasn't downloaded. This is fixed; users with email rights can successfully download exports. Users with supervisor rights never experienced the error.
- Previously, when a user inserted the email sign up form part on a **Blackbaud NetCommunity** page, the style sheet for the part override the site style. Now, the email sign up form part displays based on the site style sheet (correct priority).
- This release updates the reCAPTCHA integration for user registration forms to strengthen resistance to spam bots.
- This release also includes multiple security fixes.

